

Online Application FAQ



Kaiser Permanente Community Benefit Programs

1. What internet browsers are compatible with the KP Online Grant Application System?

Internet Explorer 7.0 & 8.0
Mozilla Firefox 3.0, 3.5, & 3.6
Safari 3.2 & 4 (for Mac)
Google Chrome 4

2. How do I begin the online application process?

Go to the URL sent to you via email or access the application through the KP Community Benefit website. You'll need to create an account prior to accessing the application. Click on "I am a new online applicant," enter your e-mail address and create a password. Be sure to write down your password for future reference.

3. I forgot my password, how can I access my account?

Follow the on-screen instructions from the Account login page (https://www.GrantRequest.com/SID_946?SA=AM) to retrieve your password.

If this method does not work, please send an email to Jonnathan Colt at Jonnathan.A.Colt@kp.org with **IGAM Password Reset** in the subject line to reset your password.

4. If I am in the middle of writing my application, can I save it and continue working on it later?

Yes. Click on "Save and Finish Later."

5. I saved my application in a previous session. How do I get back to it?

Go to Account login page (https://www.GrantRequest.com/SID_946?SA=AM) and click on "I am a returning online applicant" and enter your e-mail address and password.

You then can review the information you've provided thus far and make necessary modifications. If you're satisfied with the contents of the application, click "Submit" to forward your application for consideration. If you're not ready to submit your application, click "Save and Finish Later."

6. I clicked on "Save and Finish Later" and now I can't get back to my application. What should I do?

To get back to the sign-in page so you can access your application, go to the URL https://www.GrantRequest.com/SID_946?SA=AM

If you have problems, please email Jonnathan Colt at Jonnathan.A.Colt@kp.org

7. How do I submit attachments if I'm using the online system?

Applicants should upload required documents to the online application system. Please follow the on-screen instructions on the online grant application site to upload attachments to the system. If you have questions about the attachments, please contact your local KP Community Benefit staff.

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8. How can I tell if my application has gone through?

When you click "Submit," you will receive an e-mail confirmation from **Kaiser Permanente Online Application** that we have received your application. This is why it is very important to enter your e-mail address accurately on your application.

9. What happens if my system crashes while I'm submitting my application online?

Although the online grant application system has been designed to minimize loss of information, we recommend using the "Save and Finish Later" option frequently. Each time you click "Save and Finish Later," the system automatically saves the information you have entered up to the last time you saved it. You can easily resume your application by going to the Account login page (https://www.GrantRequest.com/SID_946?SA=AM).

As an additional way to avoid loss of your data, we recommend typing your answers to the application questions into a word processing document first. You can then copy and paste your answers into the appropriate sections of the online application form.

At any time during the online application process, you can use the "Printer Friendly Version" button to print out your proposal.

10. I submitted my application, but there's a mistake in it. Can I submit another one?

No. Once submitted you cannot modify the application online. If you need to make changes after submission, contact your local KP Community Benefit staff for guidance.

11. What are the system requirements for the online grant application process?

There are no special system requirements for completing an online grant application. Although high-speed Internet access will make the process much faster, it is not required.

12. How secure is the website that is handling the online application process?

Very secure. We use the Internet Grant Application Module (IGAM), provided by MicroEdge, to enable us to accept applications and proposals via the Web. MicroEdge provides this service in the form of a hosted Web-based application service provider (ASP) solution. The MicroEdge hosting facility, co-located within one of AT&T's secure Internet data centers, was chosen because of AT&T's dedication to the highest levels of security. The communication from the end user's browser to the IGAM server is accomplished via the Secure Sockets Layer protocol, or SSL. SSL is used to ensure end-to-end security and encryption of all data traveling from the applicant's browser to the IGAM server.